

Department of Public Health and Human Services	SECTION: SANCTIONS
WoRC GUIDELINES MANUAL	SUBJECT: Intensive Case Management Meeting

INTENSIVE CASE MANAGEMENT MEETING

Individuals who are applying for TANF and have been sanctioned at least twice since 1/1/08 will be required to participate in an Intensive Case Management Meeting within the first 30 days of application for TANF. Failure to participate will result in case closure.

If the individual then re-applies for TANF benefits, the Intensive Case Management Meeting is an eligibility requirement and TANF benefits cannot be issued until the intensive case management meeting is completed.

The Intensive Case Management Meeting should include all agencies and/or resources that work with the participant and/or family, i.e., CFS, WoRC, Voc Rehab, etc. It is recommended that WoRC schedule the appointment with the participant and notify OPA with a meeting time. It is not required that both WoRC and OPA attend the ICM meeting.

Effective 07/01/2009, those who reapply for TANF cash assistance following a second sanction or who have a second sanction but received continued benefits during the sanction penalty month (FHP component on EMPL) will be required to attend an ICM meeting as a **condition of eligibility**.

Those participants who have received a second sanction and have completed an ICM prior to July 1, 2009 **do not** need to complete an additional ICM if a third or subsequent sanction occurs. Only one ICM meeting is required regardless of the number of sanctions the participant has incurred.

The main purpose of the ICM Meeting is to gather a support team to focus on the participants goals for self-sufficiency. The ICM Meeting will assist in providing the best case management possible for the participant and will provide guidance for the future. **Please email your WoRC monitor once case notes have been entered.**

MEETING PROCESS

OPA role in the ICM process:

- As OPA Case Manager is making a referral to WoRC they must check the SAPH screen to see how many sanctions the participant has had since 1/1/08.
- If the participant has had two or more sanctions since 1/1/08, the Social Service Specialist will alert the WoRC Case Manager and the participant that an ICM Meeting is required within the first 30 days of application, or their case will be denied.
- If the participant, who is subject to the ICM meeting, had previously been required to participate in an ICM meeting, failed to do so and their case was denied for failing the

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eligibility requirement, the Social Service Specialist will inform the participant of the requirement to complete the ICM meeting prior to TANF benefits being authorized.

- Set an alert for 15 days after the date of application to provide notice of denial if the ICM meeting has not been completed.
- OPA will have the option of attending the scheduled meeting (See below for WoRC process).
- Once notified by WoRC of outcome of the ICM Meeting, OPA will update the SAPH screen and send the A613 closure notice if necessary.

WoRC role in the ICM process:

- During enrollment the WoRC Case Manager needs to discuss the ICM Meeting with the participant.
- The ICM Meeting must be scheduled with the participant before he/she leaves this meeting. The ICM Meeting may take place at the time of the enrollment if the participant wishes. A separate case note stepping out the ICM portion of the meeting should be entered and titled ICM Meeting.
- The WoRC Case Manager will notify OPA as to meeting time and whether or not the meeting was held.
- A release must be signed and kept in case file if additional attendees are present.
- Make sure to case note what steps you have taken in the ICM Meeting process.

MANDATORY QUESTIONS TO ASK:

The following questions need to be addressed during the ICM Meeting. Other questions can be added once the mandatory questions have been answered by the participant.

1. Your sanction history shows that you have been sanctioned _____times. In your opinion, why have you been sanctioned?
2. What are you willing to do to meet the program requirements to prevent another sanction?
3. How will you (or have you been) supporting you family during the ineligible months?
4. Is there anything that we, OPA or WoRC, can do to help you maintain compliance and avoid another sanction?

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CASE NOTE EXAMPLE

DESC: ICM MEETING PGM: AF

Robinson stated that he would like to complete his ICM Meeting at his enrollment with WoRC. He stated he did not want to invite any other attendees or advocates to the meeting so he and I were the only ones present. Robinson and I discussed the fact that he has received two sanctions and reviewed policy should he be sanctioned again. We discussed the following questions: Your sanction history shows that you have been sanctioned 2 times. In your opinion, why have you been sanctioned? “Because I didn’t do what I was supposed to do.” What are you willing to do to meet the program requirements to prevent another sanction? “Do my stuff.” How will you have or have you been supporting your family during the ineligible month(s)? “I stay with my brother and he buys me stuff and pays my bills.” Is there anything we (WoRC) can do to help you maintain compliance and avoid another sanction? “I don’t know. Make sure I get more money.” Robinson’s activities were discussed and negotiated. Robinson will participate in a WEX placement starting 11/13/08. He would prefer Goodwill. Robinson will attend weekly case management appointments and call if he can’t. OPA was notified that the ICM Meeting was held.

NO SHOW TO MEETING:

If the participant does not show for the ICM Meeting, WoRC must notify OPA immediately so notice of denial can be sent; A202 “Denial ICM Not Completed” or X208 if there are additional reasons for denial.